

ZEPPEL CLARITY **Omni**

OTC Hearing Aids

User Guide

Warnings



Warning: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.



Warning: When to see a doctor

- If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).
- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.

- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again
- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear



Warning: This hearing aid should not cause pain when inserting it.

- Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

 **Warnings:**

- Keep and store hearing aids and components out of reach of children. Contains small parts which may be a choking hazard.
- Check before using the hearing aids in areas where electronics or wireless devices are restricted. This may cause interference.
- **Do NOT** dry hearing aid with a hairdryer. Heat may damage hearing aid.
- **Do NOT** use the hearing aids without the supplied dome attached.
- **Do NOT** use the hearing aids in explosive or oxygen-enriched atmospheres. Otherwise, a fire or explosion could occur.
- **Do NOT** resell the hearing aids or share them with others. They are intended for use by a single user. Using resold or shared hearing aids may lead to infection.
- **Do NOT** submerge in water, wear in the shower, or wear while participating in water sports, e.g., swimming, waterskiing, surfing, etc. Prolonged exposure to water may damage the hearing aids.

- **Do NOT** repair or replace the lithium-ion rechargeable battery yourself. Contact us if you believe a battery replacement is required.
- **Do NOT** wear hearing aids while sleeping.
- **Do NOT** use hearing aids during X-rays, MRIs, CT scans or other similar medical treatment to prevent damage to the hearing aid.
- **Do NOT** expose hearing aid to contaminants such as hair spray, mousse, gel, lotions, etc. to prevent damage to the hearing aid.
- **Do NOT** use an instrument, such as a cotton swab, to push the hearing aid in the ear canal. Hearing aids may be placed too deep and cause damage to the ear.
- **Do NOT** place charging case in clothing pocket while charging with the USB power cable. The charging case may overheat and malfunction.

Cautions



Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.



Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.



Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the dome, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your

Notes

ear, injuring your eardrum or ear canal, possibly seriously.

ⓘ Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

ⓘ Note: What you might expect when you start using a hearing aid

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

⚠ Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

 **Cautions:**

- **Do NOT** use the hearing aids or their components if any part of them is damaged, if they emit any loud unusual noise, if you experience a warming sensation, or if you experience loss of audio.
- **Do NOT** make unauthorized alterations to this product.
- Only use attachments/components specified by the manufacturer.
- Avoid using domes, adapters, cables, and other accessories not specified or provided by the manufacturer as it could result in increased electromagnetic emissions or decreased electromagnetic immunity of the hearing aids as well as improper operation.
- Avoid use of hearing aid systems directly next to other electronic equipment, which could result in decreased performance. If such use is necessary, monitor the performance of your hearing aid system and the other equipment to ensure they are operating normally.
- If the battery leaks, **do NOT** allow the liquid to come in

contact with the skin or eyes. If contact made, seek medical advice.

- Keep hearing aids away from fire and excessive heat (e.g., from storage in direct sunlight, near candles, or in a hot car) to avoid burns or damage to product.
- Be aware that some sounds may sound different when you're using the hearing aids. Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.
- Consult a hearing care professional, preferably an ear-nose-throat doctor (ENT) if you experience any unusual side effects like skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.

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Intended Use

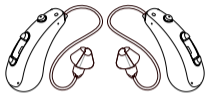
The Zepp Clarity Omni is a pair of OTC wireless air conduction hearing aids, intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment.

Indications for Use

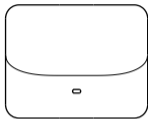
The Zepp Clarity Omni hearing aids are intended to amplify sound for mild to moderate hearing impairment. No programming or user-fitted is necessary. The device is intended for over-the-counter sale and use without the assistance of a hearing care professional.

Your Hearing Aids

What's in the Box



1 pair Zepp Clarity Omni
Hearing Aids



Charging Case



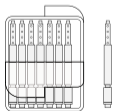
3 pairs Open Domes
(Sizes S, M, L)



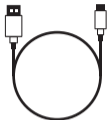
3 pairs Closed Domes
(Sizes S, M, L)



1 pair Tulip Domes
(Tulip Domes are pre-attached to
the hearing aids)



8 Wax Guards



USB Cable



Cleaning Brush



1 pair Sport Locks

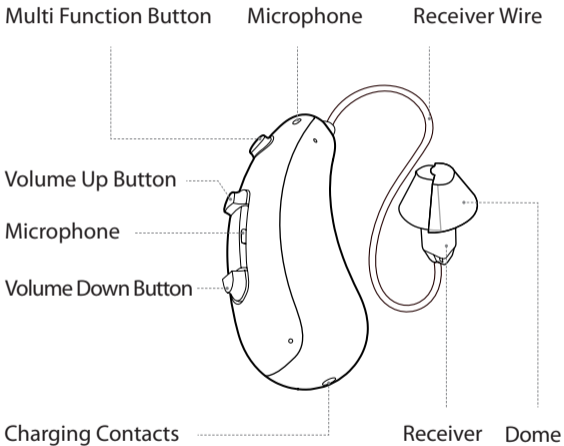


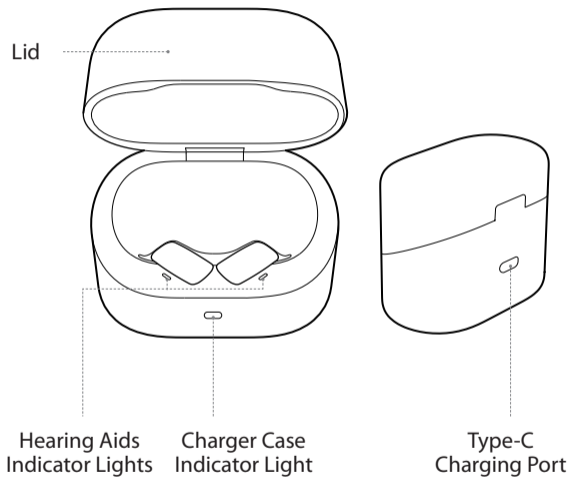
Wire Sizing Tool



User Guide

Overview





Download the Zepp Clarity App

With the Zepp Clarity App, you can customize your hearing aids to suit your preferences. You can adjust the volume, change the hearing programs, locate your hearing aids, update the firmware, and more.

To get the app, go to the Apple App Store or Google Play Store on your smartphone and search for **Zepp Clarity**. Or, you can scan the QR code below with your smartphone's camera and download it directly.



Program Recommendation

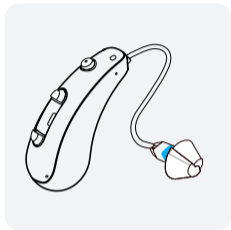
If you are using Zepp Clarity Omni hearing aids for the first time, we highly recommend that you use the program recommendation feature. This feature can recommend one of three standardized output profiles for you based on your hearing impairment situation, and automatically set the volume, which will significantly improve your hearing experience.

Find My Device

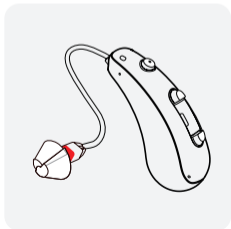
If you've lost your hearing aids nearby, you can use the Find My Device feature to try to locate them. Please enter this function page in the More page, connects the hearing aid and click the play button, the hearing aid will make a sound, and try to find the lost device by distinguishing the direction of the sound.

Wearing Your Hearing Aids

How to Tell Left from Right



Left hearing aid (blue marking on the receiver)



Right hearing aid (red marking on the receiver)

Put On the Hearing Aids



Hang the hearing aid over the top of your ear.



Hold the Receiver Wire where it bends and gently push the receiver dome into your ear canal. Push the dome far enough into your ear canal so that the Receiver Wire rests against your head.

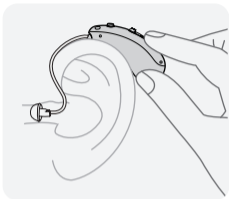


If the Receiver has Sport Lock , place it in the ear so it follows the contour of the ear.

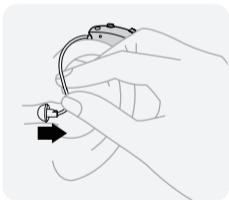
Notes:

- If you have long hair, put your hair up.
- If you wear glasses, keep your glasses on.
- You can use a mirror to check your appearance while wearing it.

Removing the Hearing Aids



Lift the hearing aid off your ear.



Hold the Receiver Wire with your thumb and forefinger where it bends and pull the dome out of your ear canal.

Find the Most Suitable Dome

The size of the dome affects comfort and stability.

Tulip domes are one size. Closed and open domes are available in different sizes.

The Size of Dome

Once you have chosen the type of domes, the next step is to choose the right size. Ideal domes should be slightly larger than the ear canals but exert no extra pressure.

If your domes are too small, they cannot stay xed in the ear canals and cannot provide the standard sound quality and volume. If your domes are too large, they may get stuck in your ear canals and may cause pain inside your ears.

Some people have left and right ear canals that are not the same size, and if this is the case for you, you may need to use a M-sized dome for one ear and a S-sized dome for the other. Don't worry, this is very common. Besides, we recommend that you wear the domes for at least one hour to decide which dome suits you best. During this time, you can try

having conversations, eating, drinking, exercising, etc. This may help you select the dome that provides maximum comfort throughout the day.

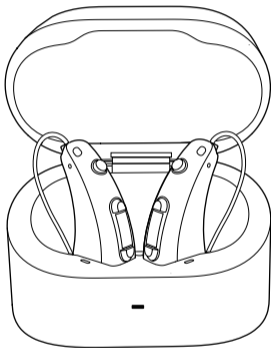
Using Your Hearing Aids

Power On and Off

Your hearing aids will automatically power on when you remove them from the Charging Case. And they will automatically go into sleep mode when you place them in the Charging Case.

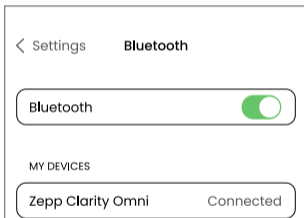
Connect Your Phone

Initial use: Open the charging case lid, and you will see the white Charger Case Indicator Light slowly flashing.



Connecting to a second device: disconnect the Bluetooth connection between the hearing aid and other devices. Keep the hearing aids in the charging case, open the lid for about 20 seconds until the white Charging Case Indicator Light is slowly flashing.

Open the Bluetooth settings on your phone and select "Zepp Clarity Omni" from the Bluetooth device menu.



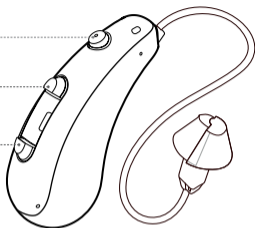
Note: Keep Bluetooth on when you are performing device pairing and using the hearing aids. We recommend charging the hearing aids before use.

Using the Button

Multi-Function Button

Volume Up Button

Volume Down Button

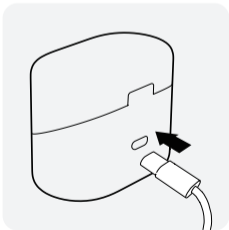


| Setting | Button Action |
|-----------------------------|---|
| Change program | Short press Multi-function Button |
| Increase volume | Short press Volume Up Button |
| Decrease volume | Short press Volume Down Button |
| Manually power off | Long press Multi-function Button (3 seconds) |
| Auracast scan | Long press Volume Up Button (1 second) |
| Switching Auracast channels | In Auracast mode, short press Multi-function Button |

Charging

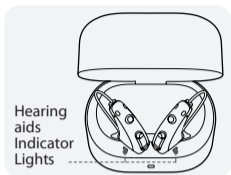


Place the Hearing aid into the charging case, and the charging case will automatically charge the hearing aid.

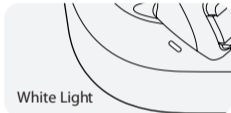


Connect the small end of the USB Cable to the port on the back of the Charging Case. Then connect the other end to a USB-A wall charger (not provided).

Hearing Aids Indicator Lights Instructions



The hearing aids Indicator Lights are show the hearing aid battery level and charging status.



Hearing aids are correctly placed and have sufficient battery.

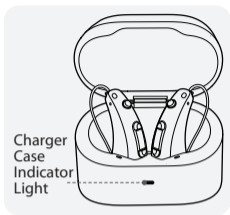


Hearing aid have in sufficient battery and are charging.

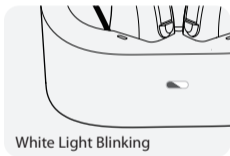


Hearing aids are not properly placed or charging case is out of power. Please place the hearing aid again or charge the charging case.

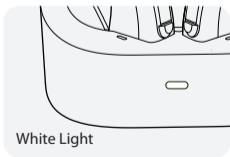
Charging Case Indicator Light Instructions



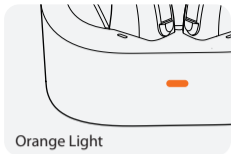
The charging case Indicator Light shows the charging case's battery level and Bluetooth pairing status.



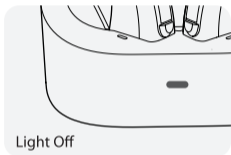
Hearing aids are waiting to be paired with the phone.



The charging case battery is sufficient.



The charging case battery is low or charging.



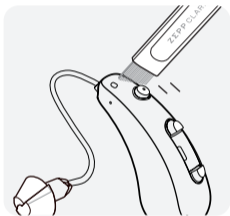
The charging case is out of power. Please charge the charging case.

Note: The lights only glow when the Lid is open or the charging case is connected to power.

Care and Maintenance

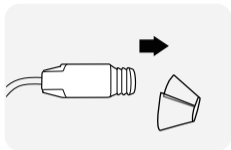
Clean the Hearing Aids

It is important to keep your hearing aids clean and dry on a daily basis.

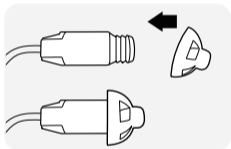


Use the Cleaning Brush to remove dust around the Microphones.

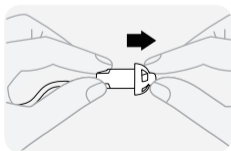
Changing the Domes



Remove the used Dome by pulling it off the Receiver.



Push the new Dome over the ribbed end of the Receiver.



Gently tug the Dome to make sure that it's securely fastened on the receiver.



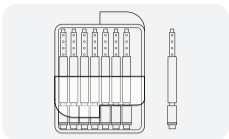
For Tulip Dome, ensure the large petal is outside the small petal. This illustration shows a correctly mounted.

Note: You may need a different dome size for each ear.

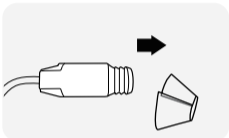
Changing the Wax Guards



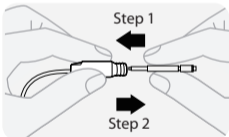
The Receiver has a white Wax Guard. It keeps earwax and debris from damaging the Receiver. Ensure to replace the Wax Guard when clogged, or if the hearing aid does not sound normal.



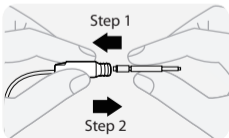
Box of 8 Wax Guard tools. The tool has two pins: one empty for removal and one with the new Wax Guard.



Remove the Dome from the receiver.



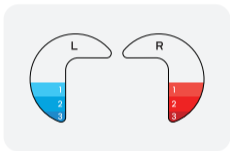
Insert the empty pin into the Wax Guard in the Receiver and pull it out.



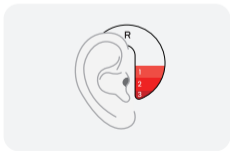
Insert the new Wax Guard by using the other pin.

Receiver Wire Size Troubleshooting

If you are unable to achieve an appropriate fit of the receiver to your ear, you may need another length of receiver wire. Please contact our customer support team at (855)619-4327, you can order a free replacement. Please determine the length of the receiver wire you need, and inform customer service during the call.



Locate the receiver Wire Sizing Tool provided in the box. Use the red side to measure your right ear and the blue side to measure your left ear.



Place the Wire Size Tool on your ear. It should hook around the front of your ear and lie flat against the side of your head. Make sure that the dotted line near the top of the tool is level and aligned with the top of your ear.

Size 1



Size 2



Size 3



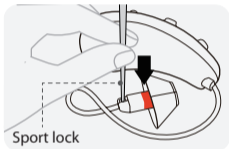
Locate the corresponding size number (1, 2, 3) on the Wire Sizing Tool and state it when you order.

Note: You may need a different receiver wire size for each ear.

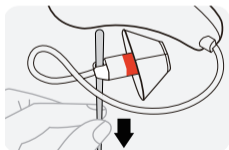
Sport Lock

If you are very active, your hearing aids may move from the correct position. To avoid this situation, you can attach a Sport Lock to the receiver.

Install the Sport Lock

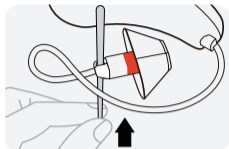


Thread the Sport Lock through the hole of the Receiver.

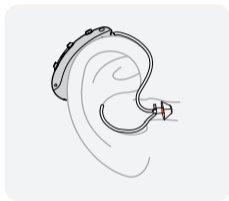


Tighten the Sport Lock until it fits tightly against the Receiver.

Remove Sport Lock



Hold the Receiver and Sport Lock, push the Sport Lock upwards.



Note: Sports locks may become stiff, brittle, or discolored over time. Please replace it promptly.

Technical Information

| Measurements per ANSI/CTA2051:2017 | Result |
|--------------------------------------|-------------------------|
| Maximum output (OSPL90) | 116 dB SPL |
| High-frequency average (HFA) OSPL90 | 113 dB SPL |
| Average full-on gain (HFA-FOG) | 40 dB |
| Reference test gain | 37 dB |
| Frequency response bandwidth / range | 200-8000 Hz |
| Frequency response curve | See Figure 2 |
| Total harmonic distortion | 500 Hz @70 dB SPL 0.6% |
| | 800 Hz @70 dB SPL 0.6% |
| | 1600 Hz @65 dB SPL 0.7% |

| Measurements per ANSI/CTA2051:2017 | Result |
|---|---------------|
| Equivalent input noise (noise reduction disabled) | 26 dB SPL |
| Equivalent input noise (noise reduction enable) | 13 dB SPL |
| Latency | 6 ms |
| Battery current drain (hearing aid) | 3.6 mA |
| Working time | 18 hours |

Figure 1: Nominal OSPL90 curve as measured in a 2 cc coupler.

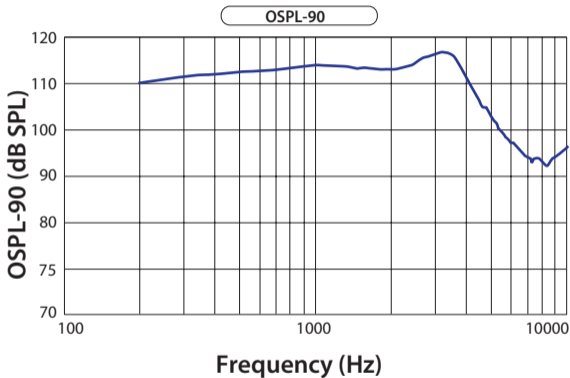
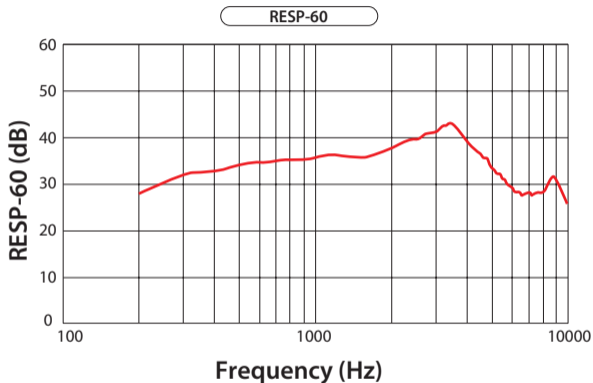


Figure 2: Nominal frequency response curve as measured in a 2 cc coupler.



Troubleshooting

| Issue | Solutions |
|---|---|
| No Sound. | <ul style="list-style-type: none">• Ensure hearing aids and charging case are charged.• Change or clean dome. |
| Too soft / sound quality seems low, weak or diminished. | <ul style="list-style-type: none">• Use the Clarity App to change volume in programs.• Change or clean dome. |
| Too loud. | <ul style="list-style-type: none">• Use Button or Clarity App to change volume. |
| Hearing aids whistle, ring or buzz. | <ul style="list-style-type: none">• Try the closed dome style, or choose a larger size dome.• Sound inlet too close to another object (e.g., a phone); ensure there is space around the sound inlet. |

| Issue | Solutions |
|-------------------------------|---|
| No Lights on charging case. | <ul style="list-style-type: none"> • Ensure hearing aids and charging case are charged. • Open / closed charging case Lid. |
| Dome remains in ear. | <ul style="list-style-type: none"> • Have the item removed from your ear by a healthcare professional. Do NOT attempt to remove the item yourself. |
| Physical fit not as expected. | <ul style="list-style-type: none"> • Change or clean dome. • Try different dome types and sizes. • Ensure hearing aid is correctly inserted. |

| Issue | Solutions |
|--|--|
| Cannot adapt to hearing amplified sound (e.g., own voice too loud, background sounds audible, etc.). | <ul style="list-style-type: none">• Get help from a customer service advisor. Dial (855) 619-4327 to contact us. |
| Hearing aids does not work. | <ul style="list-style-type: none">• Ensure hearing aids and charging case are charged. |

Further Information

Operating, Transport & Storage Conditions

| Operating conditions | Temperature | Relative humidity | Atmospheric pressure |
|----------------------|--------------------------------|-------------------|----------------------|
| Operating | 5 to 40 °C (41 to 104 °F) | 0 to 90 % | 700 to 1060 hPa |
| Storage | -20 to 50 °C (-4 to 122 °F) | 0 to 90 % | 700 to 1060 hPa |
| Transport | -20 to 50 °C (-4 to 122 °F) | 0 to 90 % | 700 to 1060 hPa |

Safety Information



Warning

- A lithium-ion rechargeable battery is permanently built into your hearing aid. Incorrect use of the hearing aid can cause the lithium-ion rechargeable battery to burst, risk of

injury, fire or explosion!

- Expected battery life: 2 Years
- Follow the safety instructions for lithium-ion rechargeable battery in this section.
- Keep out of reach of children and pets.
- Observe the operating conditions. Refer to the section "Operating, transport, and storage conditions".
- Pay special attention to protect your aid from extreme heat (e.g., fire, microwave oven, induction oven or other high induction fields) and sunlight.
- Never put hearing aids dome in your mouth, as they can easily be swallowed.
- Charge your hearing aids only with the approved charging case and cable.
- **Do NOT** disassemble your hearing aids.
- **Do NOT** use hearing aids in explosive atmospheres.
- **Do NOT** use deformed or visibly damaged hearing aids.
- Possible physiological side effects: please contact us if you develop skin irritation or accelerated ear wax buildup.



Waste Disposal

The hearing aids, charging case, USB-C power cable, and USB-C power cable must be recycled at an e-waste facility or sent back to Zepp. Everything else goes in normal waste.

FC Compliance Information

This device complies with FCC 47 CFR Part 15, subpart C. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Huawei could void the user's authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and meets applicable limits for radio frequency (RF) exposure. SAR limits depend on whether this equipment is used against the head or on the wrist. The FCC SAR limit for extremity SAR is 4.0W/kg (10g) and head SAR is 1.6W/kg (1g). The highest SAR value reported under this this standard during product certification when properly Limb worn (0mm) on the extremity SAR is 0.443 W/kg, and close to mouth (10mm) SAR is 1.11 W/kg.

This device complies with FCC radiation exposure limits set forth for general population. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2AC8UA2317

Hearing Aid Model: A2317

Charging Case Model: A230EY

Radio Transceiver Frequency Range: 2.4 to 2.4835 GHz

Radio Receiver Bandwidth: 1MHz, 2 MHz

Modulation Type: GFSK, $\pi/4$ -DQPSK, 8-DPSK

GFSK Peak Effective Isotropic Radiated Power: 4dBm

Antenna Type: Ceramic antenna

Radiated Power: < 3mW

Range: < 20m







Wireless Technical Description









Classification: Your Zepp Clarity Omni hearing aid is classified as Class II exempt per 21 CFR 874 and Type B per IEC 60601-2-66.

This hearing aid model has been tested to, and has passed, the following EMC, emissions, and immunity tests:

- IEC 60601-1-2 radiated emissions requirements for a Group 1, Class B device as stated in CISPR 11.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/-15 kV air discharge.

Symbols and Descriptions

| Symbols | Descriptions |
|---|--|
|  | Warning/Caution: Important information for injury prevention, handling, and product safety. |
|  | Consult instructions for use. |
|  | Note. |
|  | Keep magnets away from hearing aids to avoid damage. |
|  | Relative humidity: Store between 0% to 90% relative humidity. |
|  | Atmospheric pressure should be 700 to 1060 hPa. |

| Symbols | Descriptions |
|---|--|
|  | Contains electronics, dispose according to local regulations, or return to the manufacturer. |
|  | Do NOT use if package is damaged. |
|  | Bluetooth [®] low energy technology. |
|  | Manufacturer |
|  | Date of manufacture. |
|  | Catalogue number. |
|  | Type B applied part. |
| IP22 | Protected against spraying water and against access to hazardous parts with a tool, per IEC 60529. |
|  | Serial number. |

Warranty and Service

45-day right to return: Zepp Clarity Omni grants you a 45-day right to return starting from the date of delivery. To receive a return authorization, please contact our customer support team at (855)619-4327. If you are not satisfied with your Zepp Clarity hearing aids, you have the option of returning the device within forty-five (45) days after delivery. As long as the device is in its original condition and has not been damaged, lost or modified (including repaired without our prior written consent) in any way, we will credit back the purchase price to the account used at the time of purchase, less any expedited shipping if any.

Warranty period: Zepp Clarity Omni offers you a one-year limited warranty valid starting from the date of delivery.

Repair

What your warranty policy covers: This limited warranty covers defects in material and workmanship for the Zepp Clarity Omni hearing aids, which includes the hearing aids, internal components, and charger within the limited warranty period. This warranty is guaranteed by Zepp North America, Inc.

Number of repairs: Unlimited during warranty period for repairs covered by warranty terms.

What you get with your repair: For valid repairs, Zepp Clarity pledges to secure functionality at least equivalent to the original hearing aid. At the discretion of Zepp Clarity, hearing aids may be replaced by new products or products manufactured from new or serviceable used parts or repaired using new or refurbished replacement parts.

Exclusions from Warranty Repair Coverage

- Normal wear and tear.
- Cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship.
- Defects or damage caused by misuse, accident (including without limitation collision, fire, flood, earthquake and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, wiring, or testing, improper storage, use with unsuitable devices, software, or services.
- Use not in accordance with the technical specification of the product.
- Damage caused by third party equipment with which the product is used.
- Commercial use or resale.
- Features or performance parameters pertaining to any software or services beyond the product's normal use function substantially in accordance with Zepp's technical

- specifications or accompanying product documentation.
- A product that is returned with removed, damaged or tampered labels (including serial number of product) or any alterations (including the unauthorized removal of any component or external cover).

Loss and Damage

Loss & damage: Zepp Clarity Omni offers a one-time (1x) replacement for each Zepp Clarity hearing system ("two hearing aids and one charging case") that is lost or damaged during the warranty period, for a fee (stated and updated at clarity.zepp.com). Devices damaged from improper use or care will not be replaced.

How to submit request for repair: Call (855) 619-4327 and we will be happy to assist. Customer support can also be accessed within the Clarity App.